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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/721,558	11/25/2003	Timucin Ozugur	139164	5827

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EXAMINER

JOSEPH, TONYA S

ART UNIT	PAPER NUMBER
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3628

MAIL DATE	DELIVERY MODE
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11/19/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/721,558	Applicant(s) OZUGUR ET AL.	
	Examiner Tonya Joseph	Art Unit 3628	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 09/27/2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-7 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-7 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Status of Claims

Claim 1 has been amended. No Claims have been added. No Claims have been cancelled. Thus, Claims 1-7 are presented for Examination.

Continued Examination Under 37 CFR 1.114

A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 09/27/2007 has been entered.

Response to Arguments

Applicant's arguments filed 09/27/2007 have been fully considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 112

1. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

2. Claims 1-7 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

3. Claim 1 recites the limitation, “ **said presence information being displayed with said user selectable option for use by the user in deciding whether to select said user selectable option**”. It is unclear if Applicant wishes to convey that the presence information is displayed prior to the user being able to make a selection or if the presence information is displayed on the same page as the user selectable option or if the presence information is simultaneously displayed with the user selectable option. Furthermore, the construction of the aforementioned claim limitation promotes doubt as to the whether it is truly a limiting functional element of the claimed structure or merely an intended use recitation. For Examination purposes, Examiner is interpreting presence information simultaneously displayed with the user selectable option as meeting the limitations of this claim element.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 1 and 3-6 are rejected under 35 U.S.C. 103(a) as being unpatentable over Kannan U.S. Pre-Grant Publication No. 2001/0054064 A1 in view of Ginsburg U.S. Patent No. 6,064,730.

6. As per Claim 1, Kannan teaches an online customer support server that connects a group of customer support representatives to a user of a web site to provide real time

customer support (see para. 21); an enterprise server that collects presence information from the customer support server regarding current availability of customer support representatives in said group (see para. 72 lines 1-7, 165 and 197 lines 5-9 and Fig. 16), wherein said presence information is updated at regular, specified intervals; a web server that provides content to said web site, wherein the content includes said presence information provided by the enterprise server (see para. 72 lines 1-4 and 197 lines 5-9); and wherein said web server displays said presence information on said website and provides a user selectable option on said web site for requesting real time customer support (see para.88). Kannan does not explicitly teach the system taught by Ginsburg said presence information being displayed with said user selectable option for use by the user in deciding whether to select said user selectable option (see Col. 2 lines 7-14 and Fig. 4). It would have been prima facie obvious to one of ordinary skill in the art at the time of invention to modify the system of Kannan to include the teachings of Ginsburg to allow a customer to view a potential wait time before they accept a place in a queue as taught by Ginsburg, Col. 2 lines 56-65.

7. As per Claim 3, Kannan in view of Ginsburg teaches the system of claim 1 as described above. Kannan further teaches wherein the presence information further includes approximate waiting time for customer support representatives that are not currently available (see para. 197 lines 5-6).

8. As per Claim 4, Kannan in view of Ginsburg teaches the system of claim 1 as described above. Kannan further teaches wherein customer support representatives are

designated according to skill set (see para. 28 lines 8-13. Examiner is interpreting qualifications as skill set).

9. As per Claim 5, Kannan in view of Ginsburg teaches the system of claim 4 as described above. Kannan further teaches wherein the web server provides a user selectable option for selecting customer support representatives by skill set (see para. 88 and para. 89 lines 6-15).

10. As per Claim 6, Kannan in view of Ginsburg teaches the system of claim 5 as described above. Kannan further teaches wherein the system uses cookies for skills based routing, wherein the cookies are used for mining customer information that is required to route calls in a specific way (para. 81 lines 6-8 and para. 83).

11. Claim 2 is rejected under 35 U.S.C. 103(a) as being unpatentable over Kannan U.S. Pre-Grant Publication No. 2001/0054064 A1 in view of Ginsburg U.S. Patent No. 6,064,730 in further view of Gourraud U.S. Pre-Grant Publication No. 2004/0122896 A1.

12. As per Claim 2, Kannan in view of Ginsburg teaches the system of claim 1 as described above. Kannan does not explicitly teach wherein the customer support server updates the presence information on the enterprise server via Session Initiation Protocol Publish messages. Gourraud teaches, First, the presence server 202 receives via the IP Multimedia Subsystem Core Network (IMS, IP multimedia network (IPMM) based on the SIP protocol, such as the one specified by 3GPP) network 211 a SIP PUBLISH message 210 with a presence XML document 212 that comprises one or more tuples with presence information about a given UE (not shown) (see para. 10 lines 9-15) It would have been prima facie obvious to one of ordinary skill in the art at the

time of invention to modify the systems of Kannan and Ginsburg to include wherein the customer support server updates the presence information on the enterprise server via Session Initiation Protocol Publish messages in order to allow network operators to provide presence services to their subscribers, as taught in Gourraud para. 7 lines 10-11).

13. Claim 7 is rejected under 35 U.S.C. 103(a) as being unpatentable over Kannan U.S. Pre-Grant Publication No. 2001/0054064 A1 in view of Ginsburg U.S. Patent No. 6,064,730 in further view of Hawkes et al. U.S. Pre-Grant Publication No. 20020055974 A1.

14. As per Claim 7, Kannan in view of Ginsburg teaches the system of claim 1 as described above. Kannan further teaches, wherein, said customer support server facilitates real time online support via a data connection between the user and a customer support representative if the customer support representative can connect to the user via the data connection (see para. 25 lines 3-7); Kannan does not explicitly teach and facilitates real time telephone support via a telephone connection between the user and the customer support representative if the customer support representative cannot connect to the user via the data connection and wherein the web server provides the user's telephone number to the customer support representative if the customer support representative cannot connect to the user via the data connection. Hawkes teaches, when the customer is browsing the Web and requests help, if the customer selects the deferred callback option from the Help web page, a further web page is served by the SMS 67 for the customer to enter his or her telephone number, the

callback delay, and other items of information. This form is then submitted back to the SMS (see para. 249, Examiner is interpreting a customer selecting a deferred callback option as a customer support representative not being able to connect to a user online, due to the user selection). It would have been prima facie obvious to one of ordinary skill in the art at the time of invention to modify the systems of Kannan and Ginsburg to include wherein, if a customer support representative cannot connect to a user online, the web server provides the user's telephone number to the customer support representative to facilitate telephone support in order to establish a session at a later time as taught in Hawkes para. 247 line 1.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Tonya Joseph whose telephone number is 571-270-1361. The examiner can normally be reached on Mon-Fri 7:30am-5:00pm First Fridays off.

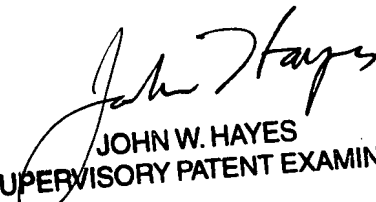
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Hayes can be reached on 571 272 0847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Tonya Joseph
Examiner
Art Unit 3628


JOHN W. HAYES
SUPERVISORY PATENT EXAMINER